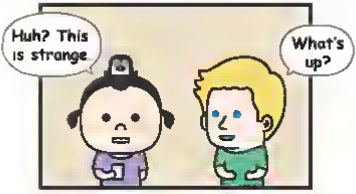
Parcel delivery

Ring
Ring!



About a week and a half ago
I was surprised by a message I received from my sister in Korea.

My family sent some presents for Mev

Your EMS(2450##KR) was delivered on 18 August 2013. – Post office

because his birthday was coming

But we hadn't got it.

I felt that something was wrong,
so we quickly checked the tracking number.

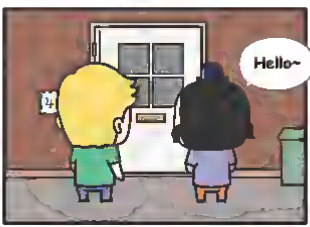
We found that it had been delivered to the wrong address

So Mev called the delivery company's customer centre.

I didn't expect them to do anything straight away but I couldn't even find out how they would deal with the situation

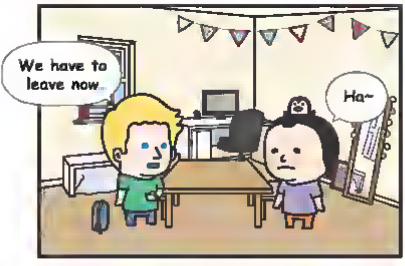
Finally, we put the address where the parcel had been delivered into the sat-nav.

And we went to get the box
by ourselves.



It was 15 minutes away
so it wasn't far and it had been less than
a hour from when the person got our parcel.

But there was no one at the house so we couldn't do anything.



After we got back home,
we needed to leave without a solution.

Because it was the day that
we left for our summer holiday to Spain.

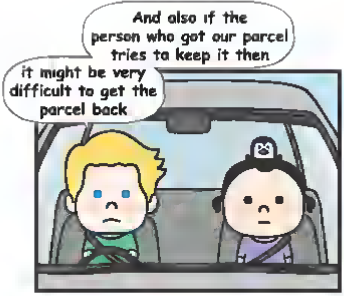
On the way to the airport

I couldn't hide
my uncomfortable feeling.

I hadn't received a parcel filled with my family's love for a long time.

Oh... Penguin.
You know that
you shouldn't
expect too much from
British companies

They are more
likely to try to
deal with it
with insurance



I thought that we might not be able to get the parcel back because of the delivery company's mistake.

It made me very upset.

Mev tried to make me feel better.

" There are... "

" my Korean snacks in the parcel as well not just your presents!!! "

But the possibility that I might not get my Korean snacks made me upset.